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(Comm)

Att

2 July 54

MEMORANDUM TO: Colonel White

SUBJECT : Handling of Outside Telephone Calls

1. On 1 July a staff study on outside telephone calls was hand-carried to Logistics for action. At that time, ways and means to reduce local phone calls, local suburban calls and to develop greater control over long-distance calls were discussed.

2. This is a most sensitive matter as it involves employee morale, additional pay-stations, conservation of employee time and security. For those reasons it is advisable to endeavor to resolve the problem without resorting to drastic action. Logistics suggested using a method similar to the one used to resolve the administrative supply problem, namely, an educational program. This method was and still is most successful in reducing the use of administrative supplies and obtaining the full cooperation of Agency personnel. It involved notices, meetings and talks with Agency supervisors and personnel. Insofar as the telephone problem is concerned, there are additional factors which must be considered, such as the attitude of the telephone company on the installation of additional pay-stations and the problem of the location of these in many of our buildings.

3. The results of such an educational method can be easily and quickly discernable from the examination of monthly telephone bills. Moreover, such an educational program does not preclude the imposing of more drastic measures if educating employees does not produce the desired results. It is our considered opinion that every means to reduce telephone traffic should be tried before resorting to the drastic measures such as blocking off the open line on phones, etc.

4. It is recommended that Logistics go ahead with such an educational program and that this Office monitor and follow the results.

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